



Manager, Data Analytics

Reports to: Director of Resident Services or Chief Operating Officer

Status: Full-time, Exempt

About APAH

APAH is a non-profit affordable housing developer that works throughout the DC region. APAH's mission is to develop, preserve and own quality affordable places to live; to promote stability and opportunity for our residents; and, to advocate with the people and communities we serve. APAH is a mission driven, community minded and resident focused organization guided by seven core values: compassion, integrity, collaboration, innovation, excellence, impact and racial equity. We house over 3,700 residents in 1,800 units in Arlington and have another 700+ units in development throughout the Metro DC region.

Summary Description

The Data Analytics Manager will support the data needs of the entire organization, driving and building a data-informed organizational culture in which every member of the team understands and can easily communicate the impact of APAH's work. The Data Analytics Manager's reports and analysis will provide all staff with relevant information in which to evaluate their efforts in terms of efficiency, impact and alignment with APAH's strategic plan. In addition to being a key strategic thinker for APAH, the Data Analytics Manager maintain APAH's data infrastructure, facilitate monthly reporting for various departments, manage the Resident Services database and perform data analysis for a wide variety of APAH projects and initiatives. The work of the Data Analytics Manager will greatly enhance APAH's understanding of outcomes and will inform future program delivery models.

Responsibilities

Data Analytics and Performance Measurement (35% of time spent)

- Compile and analyze data to support key APAH initiatives and inform decision making at all levels of the organization, including the senior leadership team and Board of Directors.
- Identify data analysis needs and fulfil specific requests from senior leadership.
- Use internal and external data sources to analyze APAH's outputs, outcomes and impacts in real estate development, operations, fundraising and resident services, and ensuring alignment with APAH's strategic plan.
- Support the development and planning of desired and achievable goals, outcomes and program evaluation tools within all program areas
- Identify APAH's data needs in terms of data collection and organization, particularly those that relate to the strategic plan, and recommend solutions that are efficient, user friendly and scalable.

- Coordinate APAH's data collection with partner organizations and local jurisdictions, particularly related to resident demographics and outcomes
- Incorporate quantitative and qualitative data sources, including the experiences and perspectives of APAH staff, community members and partners.

Reporting and Communication (30% of time spent)

- Support and build a data-informed organizational culture in which every member of the team understands and can easily communicate the impact of APAH's work by ensuring that information reaches intended audience, including APAH staff, board and partners.
- Share key data with all employees on a regular basis in a variety of forums.
- Prepare and distribute monthly and annual reports, including but not limited to utility tracking reports, resident demographics, portfolio summary spreadsheet, unit turnover and eviction rates.
- Support staff by building new reports as needed, supporting funding applications and compiling data for public presentations.

Data Management (30% of time spent)

- Understand all data systems used by all APAH staff and property manager and ensure that systems coordinate as necessary and information is not unnecessarily duplicated between systems.
 - Develop a governance structure and protocols for APAH's data collection and management, ensuring that all data management procedures meet best practices and prioritizing clarity, simplicity and standardization.
 - Maintain and update existing databases, providing technical assistance to colleagues as needed. Support all database upgrades and changes for the organization.
 - Regularly evaluate established systems of data collection and make recommendations for changes and upgrades as required.
- Train staff in data collection, databases and reporting, as needed, and establish systems to ensure quality and timely data collection.

Other (5% of time spent)

- Support interdepartmental initiatives by attending meetings and writing minutes.
- Other duties as assigned

Qualifications

- BS in Computer Science, Policy, Data Science, Management or other data analysis related fields preferred.
- 5 -7 years of relevant data experience preferred. Previous experience within the service or housing field a plus.
- Excellent written and oral communication skills
- Well-organized self-starter who is conscientious, organized, pays attention to details and is able to work independently in a fast-paced environment.
- Experience with business data tracking applications and relational databases. Ability to use the Command Line Interface or Terminal highly preferred.

- Willingness to pick up new coding languages as needed. Experience with Python, html, VBA, and Javascript a plus.
- Strong attention to detail.
- Familiarity with MS Office applications, particularly Excel.
- Knowledge of affordable housing programs preferred; Appreciation for the mission of the organization a must

Expected Hours of Work

This is a full-time, exempt position. Typical workdays are Monday through Friday, with a total of 40 hours worked a week between the hours of 8 a.m. and 6:30 p.m. Occasional evening or weekend hours for community/board meetings related to projects and/or special events; additional work hours as required.

Physical Demands

- Primarily required to sit; use hands to finger, handle or feel objects, tools or controls; and talk or hear.
- Occasionally lift and/or move up to thirty (30) pounds.

Note on Remote Work:

While most of the APAH staff team has worked remotely since March 2020, return to the office is currently optional through the end of the summer. Beginning after Labor Day, all employees will be expected to report to work at least three days a week.

Salary and Benefits

Commensurate with experience. APAH has a competitive benefits package that includes medical, dental and vision insurance, long and short-term disability insurance, life insurance, commuter benefits, 401k and paid leave. Our corporate office in Ballston features free parking.

Equal Opportunity Employment

APAH offers equal employment opportunities (EEO) to employees and applicants for employment and prohibits unlawful discrimination and unlawful harassment on the basis of race, color, religion, national origin, gender, age, disability, gender identity or expression, veteran status, marital status, sexual orientation or any other protected classes or categories as defined by federal, state or local laws. This policy applies to all terms and conditions of employment including, but not limited to recruitment, selection, promotion, termination, layoff, recall, transfer, leave of absence, training program participation, compensation and all other terms, conditions and privileges of employment.

To apply, please submit your resume and cover letter to resumes@apah.org. Resumes will be accepted until the position is filled.